

Position Description

Job Title:	Child Safety Case Manager
Reports to:	Manager, People and Culture
Team:	People and Culture
Location:	Victorian Scout Centre, Mount Waverley
Award and Level:	Award Free
Employment Type:	Permanent, Full time
Position Description Approved By:	Executive Manager

Role Purpose:

Scouts is a worldwide movement that has shaped the development of youth and adults for more than 100 years. Scouts are in every part of our community and Scouts is the biggest and most successful youth organisation in Australia. More than 27,000 youth members and adults in Victoria enjoy a huge range of activities. Scouting is diverse and inclusive, and welcomes all, regardless of race, faith, ability, gender, or orientation.

The aim of Scouting is to encourage the physical, intellectual, emotional, social, and spiritual development of young people so they may play a constructive role in society as responsible citizens and as members of their local and international communities. This is achieved through a strong and active program that inspires young people to do their best and to always be prepared.

The Child Safety Case Manager is the first point of contact for issues relating to Child Protection. They will perform initial reporting and investigations into child protection matters which includes new cases and historical cases. They will be responsible for putting together a report of their findings and recommendation to present to the Personnel Team. The role will also assist in development and implementation of child safe practices and will sit as a paid member on the Child Safe Standards Ongoing Monitoring and Implementation Team.

Scouts Victoria is a Child Safe organisation. Scouts Victoria is inclusive of all, regardless of gender, sexuality, race, religion, or abilities and does not tolerate any form of harm, abuse or neglect.

Key Responsibilities:

- Act as first point of contact for child protection related matters.
- Design and implement a child safe plan in conjunction with the child safety committee.
- Reporting to external agencies as per legislation and Scouts Victoria Policies and Procedures.
- Develop and maintain strong professional relationships with volunteer stakeholders at all levels of the organization.
- Maintaining case management records and database.
- Providing ongoing updates, support and advise to the survivors and their families.
- Research historical child abuse claims, reporting and provide recommendations to the Executive Manager.
- Support new case investigation, reporting and provide recommendations to the Scouts Victoria Personnel Team.
- Participate in an active role on the Child Safe Standards Ongoing Monitoring and Implementation Team (one per month, 7.00pm-9.30pm).

- Provide training, education and advice to Adults in Scouting in the management of child safety related matters.
- Build capacity of senior Volunteers in the management of child safe related matters
- Monitor issues and trends in the Child Safety and Child protection space and brief Executive manager, Manager, People and Culture and Assistant Chief Commissioner – Personnel of any changes.
- Facilitating external support service, such as counselling when and as required.
- Implement child safe practices, including relevant policies, procedures, leader support guides as required.
- Provide support and guidance to our Volunteers as required.
- Continually review Scouts Victoria's Child Safe Practices against industry best practice.
- Write and facilitate child safe education workshops for the volunteers as required.
- Support the Assistant Chief Commissioner – Personnel with Adults in Scouting disputes and grievances from time to time.
- Draft Child Protection organisational responses as required.

Work Experience Requirements:

- Previous experience in a similar role.
- Excellent interpersonal skills, with an ability to manage contentious, emotional and legal issues.
- Broad knowledge of relevant legislation and guidelines relating to child safety.
- Excellent time management and combined with an ability to prioritise and meet deadlines.
- Effective computer skills

Education Requirements:

- A tertiary qualifications in a fields such as Social Work, Law, Child Welfare, Dispute Resolution Psychology or extensive experience in senior level investigations.

Inherent Requirements for the Role:

This positions requires the staff member to:

- Spend extended time periods sitting and using office equipment and computers
- Spend extended time periods liaising with clients on the telephone and in person in a clear and professional manner
- Ability to communicate effectively with staff, volunteers, customers, and suppliers
- Access filing cabinets on a regular basis (occasionally bending is required)
- Satisfactory adherence to the Scouts Australia Code of Conduct for Adults in Scouting
- Satisfactory Police Check
- Ability to self-manage your own wellbeing due to the nature of the position
- Valid Working with Children Check Card
- The ability to work flexibly as the position may involve some evening and weekend work.

KPI's:

- Support the ongoing development and implementation for Scouts Victoria's obligation to be a Child Safe Organisation.



- Timely and accurate case management of new and historical child protection cases
- Ensure case management of issues are in line with legal compliance, including privacy, without discrimination, employment legislation, disability and any other relevant legislation.
- Supporting the ongoing improvement Scouts Victoria's Child Safe Scouting framework (which includes policies and practices) to ensure they meet legislative and best practice requirements.

Agreement:

I have discussed the requirements of the position with my manager and received a copy.

The statements contained in this position description reflect general details as necessary to describe the principle functions of this job. It should not be considered as all-inclusive list of works. Individuals may perform other duties as required

Signature and Date:

